

User Survey 2005/06 Results
Distributed to the Public During March, 2006

500 surveys were handed out
47 were not returned
453 were returned
90.6% return rate

1. Are you a City Resident?

- Yes: 265 responses, 58.4%
- No: 164 responses, 36.3%
- Don't Know: 24 responses, 5.3%

2. How satisfied are you with library materials and services?

City Residents (265)	Non-City Residents (164)	Don't Know Residents (24)
Extremely: 120 responses, 45.2%	Extremely: 74 responses, 45%	Extremely: 9 responses, 37.5%
Very: 105 responses, 39.7%	Very: 69 responses, 42%	Very: 9 responses, 37.5%
Satisfied: 33 responses, 12.5%	Satisfied: 17 responses, 11%	Satisfied: 3 responses, 12.4%
Somewhat: 5 responses, 1.8%	Somewhat: 2 responses, 1%	Somewhat: 1 response, 4.2%
Not very: 1 response, .4%	Not very: 2 responses, 1%	Not very: 1 response, 4.2%
Not at all: 1 response, .4%	Not at all: 0 responses	Not at all: 1 response, 4.2%

- Extremely: 203 responses, 44.8%
- Very: 183 responses, 40.4%
- Satisfied: 53 responses, 11.7%
- Somewhat: 8 responses, 1.8%
- Not very: 4 responses, .9%
- Not at all: 2 responses, .4%
- Comments: Haven't used it often enough (marked Not very); This library is much more friendly, welcoming, and helpful than Tysons-Pimmit; I like this library very much. I would describe it as one of a handful of great small libraries in the U.S.
- **439 out of 453 responses were satisfied or better, 96.9%**
- **258 out of 265 City resident responses were satisfied or better, 97.4%**
- **Conclusion: Patrons seem pleased with the services and materials provided.**

3. How helpful is our staff?

City Residents (265)	Non-City Residents (164)	Don't Know Residents (24)
Extremely: 158 responses, 59.6%	Extremely: 91 responses, 55.5%	Extremely: 14 responses, 58.3%
Very: 78 responses, 29.5%	Very: 63 responses, 38.4%	Very: 8 responses, 33.3%
Satisfied: 25 responses, 9.4%	Satisfied: 8 responses, 4.9%	Satisfied: 0 responses
Somewhat: 3 responses, 1.1%	Somewhat: 1 response, .6%	Somewhat: 1 response, 4.2%
Not very: 1 response, .4%	Not very: 1 response, .6%	Not very: 0 responses
Not at all: 0 responses	Not at all: 0 responses	Not at all: 1 response, 4.2%

- Extremely: 263 responses, 58%
- Very: 149 responses, 32.9%
- Satisfied: 33 responses, 7.2%
- Somewhat: 1.1%
- Not very: .4%
- Not at all: .4%
- Comments: Always wonderful!; Especially the children's librarians; Staff downstairs very helpful and courteous.
- **445 out of 453 responses were satisfied or better with staff, 98.2%**
- **261 out of 265 City residents were satisfied or better with staff, 98.5%**
- **Conclusion: The public seems pleased by the helpfulness of the staff. Outstanding ratings for staff performance! Personal service is a major selling point for this Library.**

4. What time period do you most frequently use when coming to the Library? Rank your top 3 with 1 being the most frequent. (No percentages given since respondents did not always indicate what was their first, second, and third pick.)

Don't Know Residents (24)	First Pick	Second Pick	Third Pick
M-Thurs 9-12:	4	1	1
M-Thurs 12-5:	9	0	1
M-Thurs 5-9:	4	0	0
Fri-Sat 9-12:	3	0	1
Fri-Sat 12-5:	1	7	0
Sunday 1-5:	1	1	4
No response:	1	0	0
Comments: <ul style="list-style-type: none"> • Most anytime during the day. • Friday later evening. • Anytime. 			

Non-City Residents (164)	First Pick	Second Pick	Third Pick
M-Thurs 9-12:	36	8	6
M-Thurs 12-5:	38	16	4
M-Thurs 5-9:	45	7	12
Fri-Sat 9-12:	9	12	15
Fri-Sat 12-5:	21	33	19
Sunday 1-5:	10	25	25
No response:	4	0	0
Comments: <ul style="list-style-type: none"> • Weekday mornings if parking were easier. • All times: 6 votes • Story time: 2 votes • Friday PM after 5: 22 votes • Sunday 11-1: 2 votes • Saturday after 5: 9 votes • Sunday after 5: 5 votes 			

City Residents (265)	First Pick	Second Pick	Third Pick
M-Thurs 9-12:	43	9	2
M-Thurs 12-5:	56	17	9
M-Thurs 5-9:	71	13	21
Fri-Sat 9-12:	30	21	17
Fri-Sat 12-5:	51	46	30
Sunday 1-5:	46	25	41
No response:	14	0	0
Comments: None			

- **For City residents, the evening time was the most popular followed closely by Monday-Thursday afternoons, Friday and Saturday afternoons, and then Sundays. This is in line with the previous answer about the number of people who bring children to the Library, too.**
- **Conclusion: We must continue to strongly staff afternoons, evenings, and weekends since staff believes this trend will continue with the advent of more condominiums being built within easy walking distance of the Library.**

5. How often do you visit the Library?

City Residents (265)	Non-City Residents (164)	Don't Know Residents (24)
More than once a week: 69, 26.7%	More than once a week: 22, 13.4%	More than once a week: 8, 33.3%
Once a week: 82, 31%	Once a week: 55, 33.5%	Once a week: 10, 41.7%
Several times a month: 74, 27.9%	Several times a month: 57, 34.8%	Several times a month: 3, 12.5%
Once a month: 35, 13.2%	Once a month: 26, 15.9%	Once a month: 2, 8.3%
Once every 6 months: 3, 1.1%	Once every 6 months: 2, 1.2%	Once every 6 months: 1, 4.2%
Once a year: 1, .4%	Once a year: 0	Once a year: 0
No response: 1, .4%	No response: 2, 1.2%	No response: 0

- More than once a week: 99 responses, 21.9%
- Once a week: 147 responses, 32.5%
- Several times a month: 134 responses, 29.5%
- Once a month: 63 responses, 13.9%
- Once every 6 months: 6 responses, 1.3%
- Once a year: 1 response, .2%
- No response: 3 responses, .7%
- **More than once a week and once a week: 246 responses, 54.3%**
- **151 of 265 City resident respondents, or 57%, visit the library at least once a week or more**
- **Conclusion: Many repeat customers during a brief period of time! We must keep displays well stocked and rotated to keep them interested since they see them several times a week.**

6. How many persons come per average library visit?

City Residents (265)	Non-City Residents (164)	Don't Know Residents (24)
One adult: 129, 48.7%	One adult: 90, 54.9%	One adult: 17, 70.9%
Two adults: 43, 16.2%	Two adults: 24, 14.6%	Two adults: 3, 12.5%
One adult, 1/2 children/teens: 80, 30.2%	One adult, 1/2 children/teens: 35, 21.4%	One adult, 1/2 children/teens: 2, 8.3%
One adult with 2 or more children/teens: 12, 4.5%	One adult with 2 or more children/teens: 11, 6.7%	One adult with 2 or more children/teens: 2, 8.3%
Other: 2 adults, 2 children/teens: 1 response, .4%		
No response: 0	No response: 4, 2.4%	No response: 0

- One adult: 236 responses, 52.1%
- Two adults: 70 responses, 15.4%
- One adult, 1/2 children/teens: 117 responses, or 25.8%
- One adult with 2 or more children/teens: 25 responses, 5.5%
- Two adults, 2 children/teens: 1 response, .2%
- Two adults, 2 children/teens: 1 response, .2%

- No responses: 4 responses, .8%
- **93 of 265 City residents, or 35% of the City respondents, bring children with them when they come to the Library.**
- **143 of 453 respondents, or 31.5%, bring children when they come to the Library.**
- **306 of 453 respondents, or 67.5%, come either alone or with another adult.**

7. What Library service do you use most frequently? Rank your top 3 with 1 being the most frequent. (No percentages were given since respondents did not always indicate what was their first, second, and third pick.)

Don't Know Residents (24)	First Pick	Second Pick	Third Pick
Checking out materials	18	2	1
Researching for school	1	2	0
Researching for work	1	0	0
Using wi-fi	1	0	1
Using Internet on public workstation	2	1	2
Attending children's' programs	0	0	0
Attending adult programs	0	1	1
Searching catalog for materials	3	3	1
Renewing materials	2	0	1
Reading magazines	0	0	0
Book sale	0	0	0
No response	0	0	0
Non-City Residents (164)	First Pick	Second Pick	Third Pick
Checking out materials	139	12	5
Researching for school	5	11	8
Researching for work	5	11	5
Using wi-fi	2	4	2
Using Internet on public workstation	21	12	10
Attending children's' programs	2	6	7
Attending adult programs	1	1	1
Searching catalog for materials	6	20	12
Renewing materials	5	10	22
Reading magazines	1	2	1
Book sale	1	0	1
No response	4		

City Residents (265)	First Pick	Second Pick	Third Pick
Checking out materials	231	15	5
Researching for school	13	19	6
Researching for work	12	8	10
Using wi-fi	3	7	4
Using Internet on public workstation	23	10	16
Attending children's' programs	6	15	10
Attending adult programs	6	2	1
Searching catalog for materials	23	30	21
Renewing materials	15	23	27
Reading magazines	2	0	0
Book sale	3	0	0
No response	4		

- It seems clear that many people still come to the library to check items out as their primary reason.

8. During holidays, what activity do you most frequently prefer? Rank your top 3 with 1 being the most preferred. (No percentages were given since respondents did not always indicate what was their first, second, and third pick.)

Don't Know Residents (24)	First Pick	Second Pick	Third Pick
Staying at home	10	3	0
Sightseeing	4	2	2
Out of area vacation	5	5	1
Visiting library to check out bks./services	0	1	6
Shopping	2	0	1
Attending a movie	0	2	2
Participating in sports event	2	0	1
No response	3		
Comments: Outdoor activities: 1 vote			

Non-City Residents (164)	First Pick	Second Pick	Third Pick
Staying at home	71	14	23
Sightseeing	29	30	18
Out of area vacation	38	26	15
Visiting library to check out bks./services	19	17	27
Shopping	10	13	8
Attending a movie	9	14	12
Participating in sports event	6	4	5
No response	14		
Comments: None			

City Residents (265)	First Pick	Second Pick	Third Pick
Staying at home	107	24	33
Sightseeing	43	37	35
Out of area vacation	65	33	21
Visiting library to check out bks./services	32	42	32
Shopping	15	10	19
Attending a movie	16	26	27
Participating in sports event	8	10	13
No response	26		
Comments: Spending time with family: 1 vote			

- **This question was a “round about” way of asking if patrons would use the Library if it were open on holidays. The majority of City residents indicated a preference to stay home, which gives them opportunity to use the Library. However, they did not vote for the option that stated visiting the Library nearly as much. The next highest rating was that of “out of area vacation” for City residents, which would preclude Library use.**

9. When you visit the library, how welcome do you feel?

City Residents (265)	Non-City Residents (164)	Don't Know Residents (24)
Very welcome: 240 responses, 90.6%	Very welcome: 152 responses, 92.6%	Very welcome: 19 responses, 79.2%
Not very welcome: 4 responses, 1.5%	Not very welcome: 2 responses, 1.2%	Not very welcome: 1 response, 4.2%
Not welcome at all: 1 response, .4%	Not welcome at all: 0 responses	Not welcome at all: 0 responses
Don't know: 12 responses, 4.5%	Don't know: 5 responses, 3.1%	Don't know: 2 responses, 8.3%
No response: 8 non-responses, 3%	No response: 5 non-responses, 3.1%	No response: 2 non-responses, 8.3%

- Very welcome: 411 responses, 90.7%
- Not very welcome: 7 responses, 1.6%
- Not welcome at all: 1 response, .2%
- Don't know: 19 responses, 4.2%
- No responses: 15 non-responses, 3.3%
- **411 out of 453 responses felt welcome, 90.7%**
- **240 out of 265 City resident's responses felt welcome, 90.6%**
- **Conclusion: Approximately 9 out of 10 people who use the Library find the atmosphere welcoming.**

10. During the past year, have you visited the library's website?

City Residents (265)	Non-City Residents (164)	Don't Know Residents (24)
Yes: 169 responses, 63.8%	Yes: 94 responses, 57.3%	Yes: 12 responses, 50%
No: 75 responses, 28.3%	No: 60 responses, 36.6%	No: 9 responses, 37.5%
Don't know: 8 responses, 3%	Don't know: 2 responses, 1.2%	Don't know: 1 response, 4.2%
No response: 13 non-responses, 4.9%	No response: 8 non-responses, 4.9%	No response: 2 non-responses, 8.3%

- Yes: 275 responses, 60.7%
- No: 144 responses, 31.8%
- Don't know responses: 11 responses, 2.4%
- No responses: 23 non-responses, 5.1%
- Comments: Not into computers
- **275 out of 453 responses used the website, 60.7%**
- **169 out of 265 City residents used the website, 63.8%**
- **Conclusion: About 3/5 of the City residents and others know about and use this service. Staff should continue to promote the Library's website, particularly as a place for patrons to conduct business such as renewing books, placing reserves, when they are at home etc.**

11. Why did you visit the Library's website? Please check all that apply. (No percentages given since people marked all that applied.)

City Residents (265)	Non-City Residents (164)	Don't Know Residents (24)
Renew a book: 128	Renew a book: 62	Renew a book: 6
Get job information: 9	Get job information: 2	Get job information: 0
Place a hold: 60	Place a hold: 30	Place a hold: 3
Ask a question: 9	Ask a question: 4	Ask a question: 1
Use Library's catalog: 120	Use Library's catalog: 62	Use Library's catalog: 8
Get online articles: 22	Get online articles: 9	Get online articles: 2
Educational classes: 8	Educational classes: 1	Educational classes: 1
Check library hours: 44	Check library hours: 25	Check library hours: 3
Access online databases: 41	Access online databases: 15	Access online databases: 4
Modify my account: 27	Modify my account: 10	Modify my account: 0
No response: 90	No response: 64	No response: 12
Comments: <ul style="list-style-type: none"> To get on the Internet (e-mail) Just to check it out Curiosity 	Comments: <ul style="list-style-type: none"> Never Curiosity 	Comments: None

12. Did you know that the Library now provides e-mail notification for reserved books and materials that are due back at the Library if you give the Library your e-mail address? If you are interested in this service, please see the staff at the Circulation desk.

City Residents (265)	Non-City Residents (164)	Don't Know Residents (24)
Yes: 179 responses, 67.6%	Yes: 94 responses, 57.3%	Yes: 15 responses, 62.5%
No: 61 responses, 23%	No: 56 responses, 34.1%	No: 5 responses, 20.8%
No response: 25 non-responses, 9.4%	No response: 14 non-responses, 8.6%	No response: 4 non-responses, 16.7%

- Yes: 288 responses, 63.6%
- No: 122 responses, 26.9%
- No responses: 43 non-responses, 9.5%
- Comments: Yes, it's awesome keeping up with the children's books; Just learned of this service today; Very helpful!; Fix the Verizon.net problem; Very nice; Already have it and love it!; I appreciate this service!; Use it—it's great!.
- **288 out of 453 responses knew about this service, 63.6%**
- **179 out of 265 City residents used the website, 67.6%**
- **Conclusion: While over two thirds of the City residents know of this service and generally 3/5 know of it, staff still need to promote it. It will help the Library/City save money on postage if this is promoted and also create more positive attitudes among patrons.**

13. Did you know that you can use a debit or credit card to pay fines and fees?

City Residents (265)	Non-City Residents (164)	Don't Know Residents (24)
Yes: 73 responses, 27.5%	Yes: 50 responses, 30.5%	Yes: 8 responses, 33.3%
No: 178 responses, 67.2%	No: 104 responses, 63.4%	No: 14 responses, 58.4%
No response: 14 non-responses, 5.3%	No response: 10 non-responses, 6.1%	No response: 2 non-responses, 8.3%

- Yes: 131 responses, 28.9%
- No: 296 responses, 65.3%
- No responses: 26 non-responses, 5.87%
- Comments: I do now; That's great.
- **131 out of 453 responses knew about this service, 28.9%**
- **73 out of 265 City residents knew about this service, 27.5%**
- **Conclusion: Staff must do a better job of promoting this service. Suggestions: mentioning it when patrons are paying fines/fees; bookmarks that are given out to patrons; continue using the sign over the Circulation desk noting this service; notices on the library's webpage and in its brochures.**

14. Would you use a collection of materials in a language other than English? If yes, what language?

Don't Know residents (24)
Yes: 4 responses, 16.7%
No: 15 responses, 62.5%
Don't know: 3 responses, 12.5%
No response: 2 non-responses, 8.3%
Spanish: 3 responses, 12.5%
Latin: 1 response, 4.2%
French: 2 responses, 8.3%
Dutch: 1 response, 4.2%

Non-City residents (164)
Yes: 34 responses, 20.7%
No: 109 responses, 66.5%
Don't know: 14 responses, 8.5%
No response: 7 non-responses, 4.3%
Spanish: 10 responses, 6.1% (3 mentioned children's materials)
French: 12 responses, 7.3% (1 mentioned children's materials)
Italian: 5 responses, 3%
German: 6 responses, 3.7%
Russian: 2 responses, 1.2%
Vietnamese: 2 responses, 1.2%
Japanese: 2 responses, 1.2%
Indonesian: 1 response, .6%

Chinese: 2 responses, 1.2%
Arabic: 1 response, .6%
Hebrew: 1 response, .6%
Portuguese: 1 response, .6%

City residents (265)
Yes: 87 responses, 32.8%
No: 138 responses, 52.1%
Don't know: 25 responses, 9.4%
No response: 15 responses, 5.7%
Spanish: 27 responses, 10.1% (2 mentioned children's materials)
Italian: 10 responses, 3.8%
French: 31 responses, 11.7% (1 mentioned children's materials)
German: 9 responses, 3.3%
Latin: 2 responses, .75%
Swedish: 2 responses, .75%
Hungarian: 1 response, .4%
Chinese: 8 responses, 3% (2 mentioned Mandarin in particular, 1 mentioned children's materials)
Russian: 3 responses, 1.1%
ASL (American Sign Language): 2 responses, .75%
Portuguese: 2 responses, .75%
Vietnamese: 2 responses, .75%
Hindu: 2 responses, .75%
Japanese: 2 responses, .75%
Arabic: 4 responses, 1.5%
Korean: 3 responses, 1.1%
Danish: 1 response, .4%
Polish: 2 responses, .75%
Ukrainian: 1 response, .4%
Romanian: 1 response, .4%
Ghana: 1 response, .4%

Totals for each language mentioned and their percentages of all responses (453 responses)
Spanish: 40 responses, 8.8% (5 mentioned children's materials)
French: 45 responses, 9.9% (2 mentioned children's materials)
Italian: 15 responses, 3.3%
German: 15 responses, 3.3%
Latin: 3 responses, .6%
Swedish: 2 responses, .4%
Hungarian: 1 response, .2%
Chinese: 10 responses, 2.2% (1 mentioned children's materials, 2 mentioned Mandarin)
Russian: 5 responses, 1.1%
ASL (American Sign Language): 2 responses, .4%
Portuguese: 3 responses, .6%
Vietnamese: 4 responses, .8%
Hindu: 2 responses, .4%
Japanese: 4 response, .8%

Arabic: 5 responses, 1.1%
Korean: 3 responses, .6%
Danish: 1 response, .2%
Polish: 2 responses, .4%
Ukrainian: 1 response, .2%
Romanian: 1 response, .2%
Hebrew: 1 response, .2%
Ghana: 1 response, .2%
Dutch: 1 response, .2%
Indonesian: 1 response, .2%

- **The top languages are: French, Spanish, Italian, German, and Chinese. However, most of the responses in all resident categories were that they would not use a foreign language collection. Continuing to purchase magazines/newspapers in the most mentioned languages still appears to be a viable method to serve those who would use a foreign language collection.**

15. General library schedule (days/hours) of operation comments:

Don't know residents (24)
Satisfied with current hours: 3 responses, 12.5%
Open later on Friday evening: 1 response, 4.2%
Open later on Sunday evening: 1 response, 4.2%
Open Sunday mornings: 1 response, 4.2%
No responses: 18 non-responses, 75%

Non-City residents (164); Often people gave numerous answers, so % will be more than 100%
Satisfied with current hours: 32 responses, 19.5%
Open later on Friday evening: 14 responses, 8.5%
Open later on Sunday evening: 5 responses, 3%
Open on Sunday morning: 1 response, .6%
Open later on Saturday evening: 6 responses, 3.7%
Open later on weekends: 3 responses, 1.8%
Close later during the week: 1 response, .6%
Especially pleased that you open at 9 a.m.: 2 responses, 1.2%
Love Sunday: 2 responses, 1.2%
No response: 110 non-responses, 67%

City residents (265); Often people gave numerous answers, so % will be more than 100%
Satisfied with current hours: 56 responses, 21.1%
Open later on Friday evening: 21 responses, 7.9%
Open later on Sunday evening: 9 responses, 3.4%
Open on Sunday morning: 3 responses, 1.1%
Open later on Saturday evening: 11 responses, 4.1%
Open later on weekends: 8 responses, 3%
Love Sunday: 1 response, .4%
Close later during the week: 3 responses, 1.1%

Open one “night owl” evening like Baltimore Public Library: 1 response, .4%
Open earlier during the week: 1 response, .4%
Open on holidays: 2 responses, .8%
No response: 73 non-responses, 27.5%
Other Comments:
<ul style="list-style-type: none"> • Since the Library is open for 12 hours Monday-Thursday and additional hours on Friday, Saturday, and Sunday, anyone who wishes to use the library should be able to find a time that works for them. • Do not close the library for staff to attend events/City meetings, etc. This has happened several times in the past year—at least have it open with reduced staff. • I think we are lucky it is open as much as it is. • It is fine. I believe librarians should have time (nights, weekends, holidays), to have a life like anyone else.
Total of all the responses (Some people gave more than one answer so totals will equal more than the 453 completed surveys so percentages were not figured.)
Satisfied with current hours: 91 responses
Open later on Friday evening: 36 responses
Open later on Sunday evening: 15 responses
Open on Sunday morning: 5 responses
Open later on Saturday evening: 17 responses
Open later on weekends: 11 responses
Love Sunday: 1 response
Close later during the week: 4 responses
Open one “night owl” evening like Baltimore Public Library: 1 response
Open earlier during the week: 1 response
Open on holidays: 2 responses
No response: 201 responses

- **The large number of no responses for this question makes it difficult to accurately gauge how current hours meet the needs of the patrons or if additional or rearranged hours would better suit them. Given the apathy, it would appear it is not an issue with the majority of the respondents or a larger survey is needed to more accurately reflect their opinions.**

16. What would increase your satisfaction with the Library? Please describe. (Note: The bold print within parentheses indicates explanations from staff, not the patron. All comments are recorded exactly as they were written by the patron.)

Don't Know Residents' comments:

- Lectures, adult education.
- Thanks for such wonderful, helpful staff!
- Open Sundays.
- More audiotapes.
- Thanks for the drive-by book drop.
- More current pop/rock CDs would be nice. If you “loaned” books, you don’t carry from other library systems, when requested to increase selection. Otherwise, the library is great!
- Enjoy using your library—the handicap parking, the drive thru return.
- Later hours Sat and Sun.

Non-City Residents' comments:

- I keep losing the return slip.
- Staff at times too loud—bad example to patrons, who are same. CDs in classical music= poor selection. Expand book, CD collection, to include foreign language and international literature. **(Note: This person cited German and Russian in the questions # 14 re foreign language materials.)**
- I love your library! Also like the items on sale.
- None, I like it.
- More open hours.
- Already at service. Thanks.
- More books on tape.
- Expand collection—recent books. End non-city fees for videos.
- Excellent.
- Keep up the great work!!
- Wider range of audio books.
- I love this library!
- Greetings when we come in.
- It's cool, good selection of young adults....fun to be here.
- Arrange CDs like books so patrons can more easily find them.
- I'm very satisfied.
- Can't think of anything. You're doing a fine job.
- Great place!
- If residents of Falls Church, not just Falls Church City residents could get free movies/DVDs, but it's OK—they are worth paying for.
- Please publicize the foundation, which is associated with the library.
- More books, more DVDs.
- Well, maybe more parking, but that's not easy to expand.
- More books on tape.
- More up to date (new release) fiction novels.
- Very satisfied.
- An even newer collection of travel DVDs. (Overall, though, you have a great video/DVD collection. Three cheers!)
- More books on tapes until I get a CD player!
- It's great, thank you.
- Wider selection of old novels, Greek and Roman classics.
- Please shelve books not while all the moms are there with strollers for story hour—or simply shelve the farthest shelves before shelving next to the story hour gathering so babies sleeping in strollers don't have to be moved about and woken as stories begin. Overall a fantastic library. I am technically an Arlington resident, but love walking distance to FC Library and never use Arlington's library.
- More educational DVDs for children.
- Knowing what address notices come from so I can tell my web server that they are not spam.
- Have been to libraries all over the world---and I love this one. It is wonderful how you have so many new books.
- More hours.

- This is my favorite Library, and I enjoy coming here. It is much more comfortable than any of the Fairfax Co. or Arlington Co. libraries and has a good range of materials and covers a good range of topics.
- Great as it is.
- More DVDs.
- More recent cookbooks on baking and pastry.
- More DVDs.
- Satisfied customer.
- Very fine.
- Keep up the good work.
- A larger collection—but I am VERY satisfied with the library. I realize that this is a one-branch system.
- Neighborhood groups meeting here—e.g. gardening, parenting, women's book club.
- More books on CD or downloadable audio books—great as is, too!
- I use Internet daily. Please act to update all corrupt files especially the media programs.
- NA. All is great!
- Have more new novels.
- More parking!
- ILL for cardholders not in City of Falls Church.
- My returns don't always get credited on my account.* (very infrequently) Otherwise, there is nothing I could ask for. Many thanks for being here.
- It's already a great library.
- Nothing. I am able to find everything and everyone is very helpful.
- More variety in children's section. More variety in VHS/DVD/CS selections, esp. historical documentaries.
- Knowing that funding will remain.
- Romance section?
- More foreign materials, especially Italian and French.
- More current books and videos.
- More large print, newer books, more classics.
- Electronic checkout of books by MP3.
- Bravo to your library for adding wireless. Now all depts. of the Library can reach to the outside and connect with each other. When I want texts of Ger., Fr. or Ital. Literature, it would be helpful to obtain links to sources on the Internet such as the Gutenberg Project and the Google library with (important) a short list of directions on how to download to hard disk and how to transfer these to CD or DVD. In fact, this general links to the outside process could greatly expand the scope and power of this little library.
- More PCs with Internet collections at peak times.
- Don't like paying the video fees for non-City residents, but I guess that's the way it is. I live just outside the City limits and this is the closest library.
- All classics, all books in series (movies, too).
- Interlibrary loans. (**Note: Out of City residents are not eligible to submit ILL requests.**)
- Fine as it is.
- Very satisfied.
- We are moving, but will really miss this library.

- Larger parking lot. Larger drop off (nite drop) receptacle. Sometimes it is impossible to place a book into the slot because it is full. **(Note: Staff believes this response may be about the book drop by the front doors, not the new drive thru bookdrop.)**
- All the staff is courteous, helpful, friendly, and knowledgeable. It is a pleasure to visit this library.
- I would check out videos/DVDs if there was not the fee. I realize my county Fairfax doesn't have a comparable selection. Arlington is free for everyone and has the best selection but is not close.
- If it closed at 10 p.m. or 10:30 p.m.
- Discontinue the charge for videos/DVDs for non-residents. I homeschool and check out 3-5 movies a week (instructional). This gets very expensive!
- Free DVDs for non-city residents.
- Great.
- I wish the library was open later on weekends.
- Understanding the paperbacks.
- Lower your fees. Way to high! Or extend the time limit for movie checkouts for non-city residents.
- More/better home decoration magazines.
- More vintage silent and early talking motion pictures. Keep your VCRs because many classics will not be available on DVD (e.g. The Big Parade, Rosemary, etc.). Also, please retain your older publications. It's a real pleasure to make new discoveries in your stacks.
- More CD books.
- Continue buying audio-video materials produced by The Teaching Company of Chantilly, VA.
- More parking—which I realize is hard to comb by! Even though I try to come at less busy times, I often have to go around several times or park farther away than I like. It's especially annoying when adjacent shopping center/office building lots are really empty, but stern signs warn off library users. Nonetheless, this is my favorite among all the libraries available to me in other jurisdictions. (I live in Fairfax Co.).
- Free DVD rentals.
- Not much else needs to be done.

City Residents' comments:

- At this time, I can't think of anything that would increase my pleasure and satisfaction, but all things are possible.
- Keep having the book sale shelf.
- Add more documentary videos or instructional DVDs.
- Nothing.
- More German books.
- More IT personnel.
- I am satisfied with the library.
- More available copies of top ten books.
- Book drop off is great! Thanks. Home delivery (just kidding).
- More foreign language materials, especially for children. **(Note: This person answered #14 with French, Spanish, and Portuguese materials.)**
- Provide inexpensive bags to take home materials. Bags could be similar to those provided by grocery stores. I would be willing to pay 25 cents per plastic bag. Library would make a great profit.

- I think that there are a lot of so-so movies that make the grade but really popular ones don't always get chosen. Please maybe increase the number of popular movies. (Maybe we don't need all the non-fiction travelogues). Does anyone track which movies get checked out most? In general we love the library and its 1st rate staff.
- Having more good books.
- More videos—BBC dramas, mysteries.
- Better parking.
- Bring back books on Std. & Poors companies listings. (Don't like bothering employees for something I did many times.) **(Note: S&P is now online, and the books have been discontinued due to the cost of carrying both formats.)**
- Does a great service.
- An insert in new books allowing patron comments.
- Larger inventory.
- Please enforce quiet.
- Local Book Club meetings. Guest writers (local and other) reading from their works. More investment classes.
- More and more current CDs and DVDs; better selection of books on CD.
- Ok how it is.
- Thank you!!!
- Wider range of DVDs—educational, historic, not movies.
- Increased awareness of _____ **(Note: Staff can't decipher the last word).**
- More Japanese animation movie/Chinese movie.
- More books; more space.
- Many thanks for trying to find a way not to destroy/throw away donated or retired-from-collection books. Hate to see them rolling to the dumpster!
- Knowing that no books were being thrown in the trash. Instead, please install a "free books" shelf. If they don't move, take them to a thrift shop or donate them to our annual book sale at the community center. **(Note: We already do the latter.)**
- Being able to check out books from other library systems that FC does not have for no fee or reduced. Right now it is \$3.00—that is a lot if you are interested in many different books. It can get expensive. Thank you!! **(Note: Patron is referring to the ILL fee of \$3.00, which is charged for the shipping and handling of the materials returned to the lending library.)**
- Not sure—it is a great library.
- I love the books on tape—maybe a few more?
- Access to all holdings in the region with a single library card/id.
- Increase Africana collection.
- Get rid of political agendas. Adults are responsible for under 18 so can know what they checkout. Get over the Patriot Act. Stop getting so many politically correct materials and get stuff we would like.
- Make patrons and staff keep quiet and patrons be civil.
- Fine the way it is.
- I am pleased as is, don't change a thing.
- By discarding many of your audios and replacing them with good classics and novels/historical and others—that are not full of sex.
- Loss of fines on VHS & DVDs. Fine amount is out of proportion to costs.
- Wider collection—things in the right place.
- Subscribe to Harvard Business Review, Chinese baby books, Chinese newspapers.

- Longer weekend hours.
- More DVDs.
- More collection of books & easy/lenient on fines.
- Make the hours on Friday, 9-9.
- Foreign language—community activities, books clubs, etc.
- Quietness. At least reading and research areas should be quiet not places for children to play, talk, loud conversations.
- Overall very good library. Great selection of Books, Tapes, CD, DVD, great wi-fi Internet access, newspapers, mags.. On occasion I wish the library was open later on Friday (This is about once every 4-6 weeks).
- Fine as is!
- It is very nice that the library can stay open on Sunday afternoons. Also renewal by telephone is a good service.
- Book/philosophy/history discussions. Vocational training like photography/guitar, etc.
- I can't think of anything that I would want changed at this time. However, I would suggest you change this survey form, as appropriate, by adding a "Other category." For example, items 7 & 8 need a "other" category, like provided for items 4 & 11.
- Completely satisfied with the library and its staff. Staff is very helpful and knowledgeable.
- Everybody is mostly helpful.
- I'm quite satisfied with the library I must say.
- Sometimes books are much too high to see the titles or to take them down.
- Parking!
- If you could increase video/DVD limit of five.
- More Arabic music and movies.
- Would like more book clubs, i.e. mystery lovers club, travel book clubs.
- Thanks to all who work at the library! God bless you all!
- Better and more parking.
- Less computer, more books.
- We are very satisfied.
- You've already improved the friendly staff.
- Get the \$*#! Pharos vendor to support Firefox, not any old monopoly Microsoft and Netscape!
- As far as I can tell, everything is great.
- Website has numerous problems and is a pain to use.
- Harry Potter and the Half Blood Prince available.
- More parking!
- I work with a young man with disabilities. He is working hard to learn to read. It would be wonderful to have a small cubby hole where we can talk without bothering anyone and be private so we don't stand out. Thanks.
- More parking.
- More of FCCPS school curriculum.
- Japanese newspapers would be great.
- More books about careers, good new movies and documentaries.
- A directory at the front with a list of collections and special services; an entrance near rear parking.
- Later hours.
- More paperbacks.

- Keep on keeping on. Thank you all.
- Please have paper recycling receptacles near your trash cans.
- Opportunity to meet other people.
- More books by black authors.
- Get more kids & adult DVDs.
- Nothing—everything is perfect.
- Teen study group skills class.
- Ways to limit my son's access to Internet shooting games at the library. He's 10 years old.
- Quiet please.
- I have one complaint (lament). Your announcement at 15 min. intervals starting at half hour before closing is insulting to integrity. A gentle reminder would be perfectly fine; it reminds me of junior high, I HATE it. Please stop it. I feel angered by it every time.
- I wouldn't change a thing.
- Good already!
- This library is the best!
- More displays of children's books.
- Books in Spanish. (**Note: This patron indicated Spanish in question #14.**)
- Everyone is great. We love this library!
- I really like it.
- Tuesday morning story hour—reshelving of books should wait until after story hour—especially during youngest story hour. People have left story hour because reshelving interferes with stories.
- I would like to see open forums, interviews with authors and important City personalities.
- Could you get more children's computer games?
- This is a tremendous place—support the staff and keep up the great work!
- Better DVD collection.
- I am happy with this collection. I use the library to check out books I've heard about in business work, Newsweek, and NPR.
- More selection of books—I have to go to Arlington to get things my kids are assigned in school.
- Our family is so pleased with this library. We'll be sorry to leave the area!
- Adult book group.
- Friday evening open. More biographies. Inability of people to renew a reserved book/DVD(now, even if a work is reserved, patron can renew online, getting around the reservation.)
- Improve collections in the areas of classic literature—esp. 19th and 20th century European and American novels.
- The library's acquisition of new books on web site design were useful for my career and job. Thank you!
- Need to be open on Friday & Saturday nights. Children told by staff to stay with parents and vice versa.
- I can't think of anything off the top of my head. Keep up the good work!
- Satisfactory.
- More DVDs and videos.
- OK for me.
- Check in books properly—last 4 times used library, rec'd overdue notices when I wasn't late.

- It's fabulous as is.
- Maybe more books in the buy section and more audio CDs.
- Satisfied!
- If more librarians would have a similar knowledge of accessibility and hand-on ability to materials and skill to use computers as a librarian in reference.
- Have educational videos for K-5 age group.
- Great staff on the whole. Bravo!
- Parking is a problem. I just watched 5 cars in 5 minutes park or stand illegally. I have also in the past had my parking in the pediatrician's office used by library only patrons.
- It's good right now.
- Understanding how to access greater variety via other branches. Love the children's programs.
- You are the best!!
- More books on tape.
- More book selection!
- Easier to locate audio books. I find it confusing.
- More DVDs.
- Best sellers—get them quicker and more copies.
- More biographies! I realize space and funds are limited.
- More copies of “new” books by popular authors.